

AFA Flightlog

Association of Flight Attendants-CWA, AFL-CIO

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**Flight Attendants
Representing
Flight Attendants**

Flightlog

Association of Flight Attendants-CWA, AFL-CIO

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Flight Attendant Leaders to Set Priorities and Strategy

The 38th annual AFA-CWA Board of Directors (BOD) will meet April 11-13, 2011 in Las Vegas to “reaffirm and/or establish priorities and strategies for the upcoming year,” per the AFA-CWA Constitution & Bylaws. The BOD consists of the presidents of all Local Councils who are elected directly by you, the members, as well as your AFA International and MEC officers who are ex-officio (non-voting) members. As the highest governing body of our union, the decisions of the BOD are final and binding. Your Local President has received information concerning items to be considered at the meeting. If you would like information about those advance agenda items, contact your Local AFA officers. ☞

Tell Us Your First Responder Stories

We want to know your real life experience as a first responder! Our campaign to educate the public about the true role of Flight Attendants as first responders starts with you. Tell us your stories of your experiences as a first responder in the aircraft cabin so that, together, we can educate the public about the unique demands of our profession, the extraordinary skills we possess to meet those demands and gain the recognition that we have earned.

There are thousands of compelling examples of the heroic acts performed by Flight Attendants every day, and millions of stories where a Flight Attendant is somebody’s hero. Send us your stories at hero@afanet.org and help to shape the public image of Flight Attendants as first responders.



A Picture Tells a Thousand Words

If you have photos that will help tell our Flight Attendant first responder stories, send them to afapics.afacwa@picasaweb.com. Your email should have a single photo attached. In the subject line, please provide as much identifying information about the photo as possible including name, airline and Council number of the person(s) in the photo; your name, airline and Council number; and any other relevant information. Remember, this information must be in the subject line only. ☞

On the cover: At the February 17, 2011 US Airways System Wide Day of Action, more than 600 US Airways Flight Attendants demonstrated at the airline’s four crew bases in Charlotte, Philadelphia, Phoenix and Washington, D.C. over management’s failure to negotiate a single contract since the airline’s merger with America West in 2005. Energized by a tremendous Flight Attendant turnout, the showing of inter-union solidarity and the significant press attention generated by the event, East and West Flight Attendants are more unified than ever.

Pictured from left to right, are Toni Higgins, Andreas Curlee, Stephanie Walski, Adam Novish and Sharlene Harris. ☞



AFA-CWA International President

Veda M. Shook

Dear Flying Partner,

On January 1, 2011, we opened a new chapter in the proud history of our union. It is a new day defined by new priorities and new leadership. Our union is and always has been guided by what is most important to Flight Attendants because you, the members of AFA, are the reason and the inspiration for everything we do. As the voice for our profession in the U.S. and around the world, AFA promotes a full array of Flight Attendant interests, some of which are detailed in this issue of Flightlog. It is my honor to represent those interests on behalf of Flight Attendants.

In recurrent emergency training in January, I was reminded of our critical work as first responders. Gaining recognition of Flight Attendants as first responders is one of the key priorities that define our work this year, along with maintaining our Flight Attendant representation, advancing our contracts and strengthening our collective bargaining results. At all 21 AFA-represented carriers, we are linked by our common bond as Flight Attendants and, in order to achieve our goals, we must understand the driving forces in our industry and support each other in solidarity at all of our airlines.

In the Continental and United merger, our flying partners—the Flight Attendants who founded our union—are determined to maintain Flight Attendant representation. The very legacy of strong and effective advocacy for the Flight Attendant profession is at stake. We are also working closely with AFA leaders at Atlantic Southeast Airlines, Mesaba Airlines and AirTran Airways as they navigate mergers at their carriers, while we continue to keep our AFA activists at Delta Air Lines informed and engaged. We have a new strategy for achieving a unified contract at US Airways that meets the needs of Flight Attendants at US Airways East and West. When we support each other at the bargaining table, we secure the best agreements possible and lift the standards for our entire profession.

Across the industry, we are focused on advancing our contracts and strengthening our collective bargaining results at each of our airlines in negotiations. Airlines are adapting their business plans to accommodate the recent rise in fuel prices resulting from political instability in the Middle East. By raising ticket prices, imposing fuel surcharges and postponing growth plans, airlines are adjusting to the latest events in a constantly fluctuating global economy. The contractually-protected wages

and benefits of AFA members must not be among those efficiencies. Survival in the tumultuous airline industry hinges on an airline management's ability to create and operate a flexible business model that can absorb market fluctuations. Just as we perform our jobs according to the highest standards of professionalism, we expect our airline executives to do the same. We will not bear the burden of the fluctuations of the free market, nor should management for a single moment expect us to.

After nearly a decade-long economic downturn, we are staking our claim in the economic revival of our industry. The return to prosperity is due, in no small part, to the contributions made by Flight Attendants. We helped rebuild our airlines and we will similarly rebuild our profession with more jobs, more pay and better work rules. The era of labor concessions for the survival of the industry is over.

Through our coordination with aviation workers around the world, such as in my role as Vice Chair of the Cabin Crew Committee of the Civil Aviation Section of the International Transport Workers' Federation (ITF) and in our role in U.S. government negotiations for aviation issues, our union brings your voices directly to the agencies and coalitions that oversee Flight Attendant issues worldwide. AFA Flight Attendant leadership in the global arena not only allows us to address the issues that directly impact our sisters and brothers at domiciles overseas, but also to preempt the impact of the vagaries of the global economy on the Flight Attendant profession as a whole.

Our union is built by Flight Attendants, run by Flight Attendants and advocates persistently and exclusively for Flight Attendants. Together, we are taking our union in a new direction— always based on priorities set by Flight Attendants, the first responders of aviation. Your union is in your corner, making sure you get the credit – and the rewards – for the great job you do every day. It's a new day for our Flight Attendant union.

In Solidarity,

Watch a video message
from Veda at:
www.afacwa.org/welcome

We Are Proud to Be Flight Attendants

On January 1, 2011, three Flight Attendants took the helm at AFA.



AFA International Officers Kevin Creighan, Veda Shook and Sara Nelson.

VEDA SHOOK International President

A charismatic and outspoken leader, Alaska Airlines Flight Attendant Veda Shook brings enthusiasm and a wealth of experience to the office of AFA International President. Her passion for defending our profession dates back to the start of her career as a Flight Attendant in 1991. After earning her bachelor's degree in International Relations with fluency in French, Veda volunteered as a government affairs activist and organized with fellow Flight Attendants to gain Local Council status for Portland. As the first Council 39 President, she developed formal committee structures around the unique needs of the members in a new base. As a member organizer on AFA's first Delta organizing campaign, Veda learned the value of a contract and a voice in the workplace. She vowed to never take union representation for granted, to educate members on the value of a contract, and became MEC President as negotiations began.

Veda created a vehicle for mobilizing Alaska Flight Attendants called VOICE (Volunteer Organizers for Information, Communication and Education) and sought their counsel during negotiations, guiding negotiations to an industry-leading contract that included pay raises, enhanced profit sharing, increased work flexibility, better cabin air safety protections, and improved family leave provisions, at a time when many other carriers were in bankruptcy forcing concessions. Veda took initiative to meet the changing times like developing an ASAP reporting program and promoting workforce diversity through improved communications and hiring practices. She is a strong advocate for working parents and for Flight Attendants' ability to care for loved ones.

SARA NELSON International Vice President

Highly attuned to the importance of dynamic member communications and a seasoned public relations professional, International Vice President Sara Nelson brings fresh ideas and a strong work ethic to AFA. She earned a bachelor's degree with majors in English and Education and became a United Airlines Flight Attendant in 1996. Having spent eight years as United MEC Communication Chairperson, Sara's experience includes extensive work with major news networks, directing internal member communications and mobilization, writing Congressional testimony, coordinating Congressional press conferences, lobbying members of Congress and conducting extensive member training on a wide range of topics. Sara's experience and go-getter spirit are invaluable in her role ensuring continued AFA representation for United and Continental Flight Attendants, and in her oversight responsibilities of AFA communications, leadership development, member mobilization, and organizing. Sara has begun to revamp and refine the voice of our union, ensuring that the issues that concern Flight Attendants most are the focus of all that we do, and setting the highest of standards for all of her responsibilities.

"My job as a union leader is to listen to our members and to focus our union's efforts on our common interests," said Sara. "Flight Attendants built our union by chal-

lenging convention and generating leverage through collective action. Now we must work together to build our future."

KEVIN CREIGHAN International Secretary-Treasurer

United Airlines Flight Attendant Kevin Creighan's qualifications for his duties as AFA International Secretary-Treasurer, an office he has held since April 2005, are impressive. First appointed by the AFA International President to fill the unexpired term of the previous Secretary-Treasurer, Kevin has since been voted to two full terms by the AFA Board of Directors. He served as Council 7 President for 12 years and on AFA's Finance Committee for 10 years. Prior to becoming a Flight Attendant and union activist, he was a finance officer in the United States Air Force and, as an Air Force Reserve contracting officer, he did financial work and supported contract negotiations. Kevin has a bachelor's degree in economics and a master's degree in business.

"The success of an airline cannot be measured by the stock price or management bonuses alone; it must also be measured by the life it affords the Flight Attendants who are the face of the airlines," said Kevin. "AFA empowers us to protect our collective bargaining rights and use our collective strength to make the improvements our members need. I do union work to do the right thing--so people can get a fair deal."☞

Membership in Action



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1. AFA leaders at Alaska Airlines and Frontier Airlines prepare for negotiations January 25-26, 2011 in a negotiations training session conducted by the AFA Legal and Collective Bargaining Departments at AFA headquarters in Washington, D.C.
2. Spirit Airlines Flight Attendants hold informational picketing event on January 26 at Spirit corporate headquarters to demand a fair contract.
3. On January 7, 2011, United Airlines Flight Attendants held management accountable for failing to negotiate a new contract one year after it became amendable. Hundreds of Flight Attendants supported by Pilots and other union members, protests at United Airlines bases around the world.
4. Three months after Miami Air Flight Attendants threaten CHAOS™ strike, 93 percent of the Flight Attendants approve a new contract on January 24, 2011 that includes raises, a signing bonus and other improvements.
5. AirTran Flight Attendants stage the first in a series of picketing events on February 14, 2011 to pressure management to address their demands at the negotiating table.
6. On January 13, 2011, 22 newly elected AFA LEC and MEC leaders from Air Wisconsin, Alaska, American Eagle, Atlantic Southeast, Frontier, Horizon, Mesaba, Spirit and United attend AFA Basic Leadership Training at the National Labor College in Silver Spring, Maryland.
7. The Mesaba Airlines Negotiating Committee attends negotiations training at AFA headquarters on January 21, 2011.

United We Stand

Founding Members Create

The roots of Flight Attendant leadership run deep in AFA, not only in terms of our democratic structure which allows the members to give direction to our union, but also in the rich history of the United Airlines Flight Attendants. Today's United Flight Attendants are protected by a contract that has evolved over the past 65 years. United AFA leaders have refined and broadened contractual work rules that address the unique aspects of our work environment, pay structure, bidding process, rest needs, and more. In the merger with Continental Airlines, the United Flight Attendants are mobilized and working hard to maintain representation in AFA, the leading union of, by and for Flight Attendants—the union they created 65 years ago.

At the January 7, 2011 AFA United Day of Action, nearly 2,000 Flight Attendants at 16 airport locations around the world, some braving 15°F temperatures and snow, marched to demand their fair share of corporate profits and an industry-leading contract. Flight Attendants from many AFA-member airlines joined the picket line, along with members of the Air Line Pilots Association and other unions, in support of the strong Flight Attendant union tradition at United.

“The Day of Action was extraordinary. The members came out in massive numbers, demonstrating a willingness to stand their ground for the priorities they have identified,” said United AFA MEC President Greg Davidowitch. “It was also an affirmation of the values that we have



Pictured from left to right are AFA Historian Georgia Nielsen, AFA Founder Edith Lauterbach and Former United MEC President Diane Robertson.

long held, of an abiding commitment to our profession. Just like the United Flight Attendants who founded AFA; those women weren't going to be willing bystanders or allow someone else to dictate their work lives. They wanted a seat at the table. They knew the way to do that was through the collective voice of Flight Attendants. The spirit of Flight Attendant activism and the understanding that Flight Attendants are the ones best suited to advance our profession goes back to the struggles waged by our founding members and that continue today.”

AFA Founder Edith Lauterbach became a stewardess for United Airlines in 1944 and retired in 1986. She is among the former United Flight Attendants who began AFA's tradition of strong Flight Attendant advocacy, laying the groundwork for

the future of the Flight Attendant profession when they founded our union in 1945. Within a year, they negotiated the first Flight Attendant contract which raised monthly pay, limited duty hours, set rest periods and established a grievance procedure.

“As World War II came to an end in 1945, Ada Brown, a stewardess supervisor for United Airlines in San Francisco, returned to flying the line with a mission in mind: organizing the first ‘stewardess’ union in the world. Brownie, as she was known, recruited stewardesses Shirley Thometz in Denver, Frances Hall in Chicago, Sally Watt in Portland, and me in Denver,” recalled Edith. “Our newly formed organizing group quickly began to collect stewardess signatures on the ‘Authorization to Act’ cards provided by the National



ate Union for Flight Attendants

Mediation Board (NMB). We were novices in a brand new field. With advice from Captain Orvis Nelson, Executive Vice President of the Air Line Pilots Association (ALPA), Brownie with Shirley and Frances wrote and assembled a proposal to be presented to United Airlines management. The very first contract was signed on April 26, 1946 between the Air Line Stewardesses Association (ALSA) and United Air Lines, Inc.”

During her career, Edith negotiated five AFA contracts at United.

AFA Retiree Diane Robertson, who flew for United from 1960 to 1999 and served at both the Local Council and MEC levels, observed over the years the important merits of a Flight Attendant-only union. “Unions that include a small percentage of Flight Attendants within a large group of ground employees whose needs and goals are dramatically different from ours, often lack an understanding of the uniqueness of the Flight Attendant occupation. The power structure is not favorable to Flight Attendant goals. Negotiations are often confined to the same wage and benefit issues common to the other employee groups with a limited approach to work rules, which management prefers because it may use the employee at its whim and will.”

The AFA structure established by our founding United Airlines Flight Attendants is specifically designed to reflect the structure of our industry and to ensure that our union is guided by the priorities set by all of our Flight Attendant members. AFA members belong to one of 54 Local Councils, each exclusively repre-

What's at Stake: The Flight Attendant Profession

AFA has asked the NMB to declare that the merger of United Airlines and Continental Airlines has created a single carrier, which we expect to trigger a union representation election for the combined Flight Attendant workforce. Together, the approximately 15,000 United, 9,300 Continental and 270 Continental Micronesia Flight Attendants will elect a single union to represent their professional interests as the official collective bargaining representative in their newly-merged airline. Continental and Continental Micronesia Flight Attendants are currently represented by the International Association of Machinists and Aerospace Workers.

If AFA is elected, our goal will be to negotiate a single contract that incorporates the best provisions from both contracts for the 25,000 Flight Attendants from United, Continental and Continental Micronesia. Our negotiating committee will be made up of representatives from all three groups of Flight Attendants, along with AFA's professional negotiators.

As the authoritative voice for Flight Attendants, AFA commands the attention of government and industry, strengthening our position at the bargaining table.

“In the campaign to maintain AFA representation at United, the Flight Attendants understand what's at stake. They've been engaged throughout our negotiations in one-on-one conversations, meetings and ongoing communications and we are fully committed to preserving the foundations of our union,” said United AFA President Davidowitch. “We are and we have always been the ones who step up to the plate to defend our profession.” ❧



senting Flight Attendants at a single airline. Each Local Council is part of a Master Executive Council (MEC) for that airline with a total of 21 AFA MECs, one per airline. Together with professional AFA staff negotiators and in consultation with AFA's Collective Bargaining and Legal Departments,

Flight Attendant leaders elected by Flight Attendants make up the MEC negotiating committees at all 21 AFA-represented airlines that bargain with management for the strongest possible contracts for Flight Attendants.

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Airline Focus: United AFA Goes Beyond Contract to Improve Members' Lives



United MEC Benefits Committee Members Scott Schultz, Ellon Jarvis, and Dan Rietema.

The United Flight Attendants' motto "Whatever It Takes" evokes AFA's strong stance in contract negotiations but, in fact, the union does so much more to improve members' lives. In a characteristic display of persistence, creativity and experience, the United MEC Benefits Committee overcame significant obstacles in their most recent achievement for AFA United members. They brokered a deal with Aflac, the largest U.S. provider of supplemental insurance, to offer Short Term Disability, 24 Hour Accident, Lump Sum Critical Illness and Hospital Indemnity coverage to the United Flight Attendants, now open for enrollment. The AFA Benefits Committee is proud to deliver the supplemental products that members have asked for. Enrollment is now open. Information is available at www.unitedafa.org.

During United Airline's bankruptcy, management eliminated a modest contractual short-term disability plan for Flight Attendants. Since then, the AFA Benefits Committee has sought to reinstate a plan that would bridge the nine-month gap before voluntary long-term disability kicks in.

When management learned that the Committee was in discussions with MetLife, they threatened to cancel the airline's many insurance plans with MetLife if they offered a plan to Flight Attendants.

AFA then turned to a broker that the Machinists used at United to offer supplemental benefits to their members in a standard plan that includes on-site enrollment and payroll deduction of premiums. However, management refused to extend those same standard allowances to AFA. "The provider was incredulous until we got them to understand the favoritism toward the Machinists that United management has displayed time and again," said United MEC Benefits Committee Chair Ellon Jarvis. But the Benefits Committee was not deterred.

After Aflac bought Continental American Insurance Company (CAIC), the AFA Benefits Committee was able to negotiate a creative solution with Aflac and a broker they had worked with in the past, Design Benefits. The plan provides up to 50% of the Flight Attendant's salary for eight months and does not offset the contractual sick leave plan. United Flight Attendants are excited about the

new benefits which will be available to Continental Flight Attendants as well, on a voluntary basis, once the merger is complete and they join the AFA family of Flight Attendants.

"It was an arduous process but we were able to overcome the huge obstacles that management set in our path," said Benefits Committee Vice Chair Dan Rietema. "AFA has always worked to offer options to Flight Attendants that supplement our contract benefits like portable health and dental plans. We were determined, one way or another, to secure the short-term disability benefits that our members had been asking for." In addition to providing Flight Attendants with supplementary benefits, the AFA Benefits Committee services AFA members by helping them understand how to maximize their benefits by using them appropriately and efficiently. The Committee holds educational seminars in United domiciles and provides face-to-face support.

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The motivation behind United management's divisive double standard becomes clearer when viewed in the context of American workers' struggle to maintain collective bargaining rights across the country: A weakened union means greater control for management. When representation by a strong union like AFA is maintained, it is a victory for workers and, in the case of United; it will be a victory for our profession. ☞

Spotlight: AFA Professional Staff Focuses on Flight Attendant Issues

AFA members are supported by a team of experts in Washington, DC, who work full time on our Flight Attendant issues. With specialists in our Air Safety, Health and Security Department, seasoned activists directing the Government Affairs Department, and award-winning professionals coordinating our EAP Program, AFA staff members are 100 percent focused on improving the lives of Flight Attendants; supporting the goals we set collectively as members of AFA.

Promoting Flight Attendants as First Responders



Richard DeMary carried four people to safety from a burning plane. Meghan Rafferty saved the life of a man having a heart attack

by using an external defibrillator. Temple Rice revived the Captain and Flight Engineer of a plane that decompressed at 33,000 feet by clamping on their oxygen masks.

These heroes are AFA members and they are first responders.

AFA's Air Safety, Health and Security Department (ASHSD) is highlighting the role of Flight Attendants as first responders. In the coming year, we will be reminding policy makers and the public that Flight Attendants are safety professionals who draw on our training, vigilance and compassion every day to meet the challenges of airline travel.

"Our First Responder campaign is educating the public about the skill and training we call upon to respond to and manage emergency evacuations, in-flight fires, medical crises and security challenges—even the birth of a child in flight," said Christopher Witkowski, ASHSD Director. "Highlighting Flight Attendants as first responders will bolster our work in advocating for improvements in cabin air quality,

hands-free wireless cabin-to-cockpit communications, protections against Flight Attendant fatigue, adequate security training, cabin health and safety standards, and other issues important for the safety, health and security of Flight Attendants and passengers."

The AFA Air Safety and Security Department promotes air safety and security in numerous ways and in numerous venues including the following:

- Our expert staff keeps in tune with the daily challenges facing Flight Attendants through a worldwide network at 21 airlines. This AFA Air Safety network is made up of 105 Local Safety Committee chairs and members at each AFA carrier who receive training, information and support from the AFA Air Safety staff.
- We work with the Federal Aviation Administration (FAA) and airlines to evaluate Aviation Safety Action Program (ASAP) reports from Flight Attendants. Because ASAP encourages candid reporting by providing protection from company discipline and FAA fines, the program is an important resource for improving air safety. AFA is the Flight Attendant union leader within ASAP: we initiated a Flight Attendant-specific break-out session at the semi-annual ASAP Infoshare meeting to discuss our unique issues.
- We work with the Transportation Security Administration (TSA) and the Department of Homeland Security (DHS) in striving to improve airplane security. AFA recently convinced TSA to allow Flight Attendants who choose to avoid exposure to Advanced Imaging Technology to have a standard physical screening, rather than the invasive TSO pat-down.
- We represent the Flight Attendant viewpoint in government and



industry committees and meetings, usually as the only Flight Attendant representative, and we monitor and anticipate possible regulatory changes.

- We are on call 24/7 to respond in the event of an aircraft accident involving AFA members and are often party to National Transportation Safety Board (NTSB) investigations of airline accidents.
- We work with individual members who have work-related illnesses or injuries to help them find proper care and get fair treatment.

Given the professionalism and dedication of our Air Safety, Health and Security Department, it is no wonder AFA is recognized internationally for our expertise in promoting cabin health, safety and security and the vital role of Flight Attendants as safety professionals. For more information, check out our website at ashsd.afacwa.org.



Leading Flight Attendant Legislation on Capitol Hill

Flight Attendants work in one of the most heavily regulated industries in the U.S.—decisions that affect our

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Spotlight from page 9

daily lives are made in the halls of Congress and in government agencies. That's why AFA is there, to advocate for our profession, to keep you informed, and to call you to action when our interests are at stake.

We are working to gain recognition for Flight Attendants as first responders; to extend OSHA workplace protections to the aircraft cabin; for cabin air quality and temperature standards; to ban cell phone use on aircraft; for carry-on baggage limits; for protections against Flight Attendant fatigue; and to protect our jobs from outsourcing.

Over the past 20 years, the AFA Government Affairs Department has cultivated Government Affairs Committees at all AFA-represented airlines, training thousands of Flight Attendants to be effective advocates for our profession. These grassroots activists foster relationships with members of Congress in their home states and, when necessary, meet with their Representatives in Washington, DC, to relate real life examples of the issues that affect Flight Attendants.

"Flight Attendant advocates are seen on a regular basis in the halls of Congress, meeting with our elected officials to talk about Flight Attendant issues like OSHA, job security, carry-on bag limits and the cell phone ban," said AFA Government Affairs Director Stephen Schembs, who brings the experience of 20 years as a US Airways Flight Attendant.

As the world's largest Flight Attendant union, AFA is the authoritative voice for Flight Attendants on Capitol Hill. We are the first to advance Flight Attendant issues on Capitol Hill and we are first to be called to give testimony before Congress and for expert advice about our profession and our industry. In the first month of 2011 alone, we have met with top officials at the DOT, the Federal Aviation Administration (FAA) and the Transportation Security Administration (TSA) to promote our Flight Attendant priorities.

AFA succeeded in securing family and medical leave for Flight Attendants, working closely with Congressman Tim Bishop (D-NY) to develop language that recognizes our unique work schedules and allows us

to qualify for the benefits enjoyed by every other working American. On December 22, 2009, President Obama signed into law the Airline Flight Crew Technical Corrections Act.

Flight Attendants who work on the aircraft every day know what issues matter most and why; that's why AFA is the best advocate for our profession. When decisions are being made that impact our profession, AFA is there to make sure that Flight Attendants' interests are at the forefront. For more information, check out our website at legislative.afacwa.org.

Employee Assistance Program Department: Creating a Network of Support



At some point in time, everyone experiences problems that can overwhelm our normal coping strategies.

The AFA Employee Assistance Program (EAP) is a confidential resource for members, their families and partners to deal with problems that could or are affecting their health and well-being. EAP reminds Flight Attendants that assessing your well-being—physical and emotional—is part of the daily evaluation you have to make in order to meet your responsibilities as first responders. These responsibilities require the ability to assess situations, remain alert, and respond in a moment with quickness and surety.

Through an international network of over 200 specially trained Flight Attendants, and overseen by our own staff mental health professionals, AFA EAP provides three distinct but inter-related services:

- *Assessment, Peer Support and Referral Services:* EAP representatives assist members in identifying and developing an action plan to address personal and work-related concerns, and follow through to provide support to the troubled Flight Attendant during the problem resolution process. When professional services or resources are required, an EAP representative identifies an appropriate referral(s) and facilitates a successful linkage to it.

- *Professional Standards:* EAP representatives offer a range of conflict resolution strategies and support to help resolve disputes between crewmembers as an alternative to management intervention.
- *Critical Incident Response Program (CIRP):* EAP representatives deliver a range of stress management interventions to promote and accelerate Flight Attendant recovery following traumatic or critical incidents, on and off the aircraft.

AFA is committed to the health, safety and well-being of its union family. If you need assistance, contact your Local EAP Peer Representative or call AFA EAP's toll free, 24/7 helpline at 800-424-2406. More information is available at www.afacwa.org/eap.

When AFA EAP provides us with the help we need, Flight Attendants get better faster and reduce the amount of time we must spend away from work to deal with problems. In terms of continued productivity, AFA EAP can protect 10-15 percent of a Flight Attendant's salary from the impact of personal health problems.

Since 1980, AFA EAP support services have been available to Flight Attendants, their families and partners. The EAP Department has received numerous awards for its services. Former U.S. President Bill Clinton awarded AFA EAP the President's Volunteer Action Award Citation for recognition of outstanding work. Today, AFA EAP is one of the largest union-sponsored member assistance programs in the industry and other unions and associations often seek to model their programs on what AFA has so successfully implemented.

"It's easy to recognize that when you have a broken arm, you're not able to function at 100 percent, but it is much harder to assess when you have broken emotions," said AFA EAP Director Heather Healy. "Most of us don't know how to access doctors around mental health issues involving family crises, work-related trauma and chemical imbalance. We are here to guide you, so you don't have to face these difficult questions alone." ❧

United We Stand *from page 7*

“What’s unique about AFA is that our leadership is from the ranks of working Flight Attendants and leaders are never far removed from their colleagues and workplace issues,” said former United AFA Council 11 President Cicina Norton who retired from flying after 38 years. “Thanks to AFA, I was able to be married and have two children and still keep my job which was inconceivable when I hired on.”

Since 1945, AFA has been the strongest advocate for Flight Attendants, shaping our jobs into a respected profession. We have a long resume of achievements that improve our quality of life including challenging discriminatory policies based on gender, race, age, weight, pregnancy and marital status. AFA is behind the repeals of the marriage and pregnancy bans, the smoking ban on commercial flights, ensuring that all Flight Attendants working on U.S.-flagged carriers are certified by the Federal Aviation Administration (FAA), seniority protections in mergers and extending FMLA coverage to Flight Attendants. Our union employs full time professionals dedi-



United and Continental Flight Attendants ready to advance our career together.

cated solely to advancing the Flight Attendant profession and, with a strong grassroots network of Flight Attendant activists, continues to actively pursue the implementation of laws and rules that will further advance our status as professionals and as first responders (see article on page 9).

Approaching her 90th birthday, Edith still exudes a deep sense of

pride in her profession—a profession that is and has always been on the cutting edge of change. Regarding the coming union representation election among United, Continental and Continental Micronesia Flight Attendants, Edith offered this advice: “You have the opportunity to fortify your union strength with a vote for AFA, the flagship representative for the world’s Flight Attendants.”✂



Stay Connected with Your Union

As a member of AFA, you have a right—and a responsibility—to monitor what AFA is doing to advance your career as a Flight Attendant professional. So let us know how you like to stay informed about what your union is doing on behalf of Flight Attendants.

In addition to *Flightlog* magazine, AFA reports to you via email in the bi-weekly e-newsletter *Interactive* and on the web at www.afacwa.org. When your voice is needed in a targeted action to advance our profession, you will find an e-activist alert in your email in-box.

Do you look for AFA news in your email in-box? Do you check the AFA website? Do you like traditional print publications or do you prefer to tweet? Or is Facebook the way you prefer to connect? Help us connect to you by completing the AFA online communications survey at www.afacwa.org/survey.

To sign up for *Interactive* e-newsletter and e-activist alerts, go to www.afacwa.org and select “AFA Interactive.” For AFA communications specific to your carrier, check out your Local Council websites and MEC website specific to your airline by going to www.afacwa.org and selecting your airline from “AFA Airline Websites” or contact your Local Council officers for more information. ✂

Flightshop Super Sale! Lets You Show Your AFA Pride

Generous promotions and deep discounts are being posted regularly in AFA's online Flightshop store on AFA apparel, outer wear and accessories, some for as little \$1.00! From no-wrinkle, full-zip fleece jackets with embroidered AFA insignia to brightly colored AFA bag tags to readily find your luggage, an array of products will help you to express your pride in being a member of the strongest union of by and for Flight Attendants—AFA!

Go to www.afacwa.org and click on “Flightshop Sale” to find incredible bargains.



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